

877007/07/04

Revised

CITY OF RIVERSIDE
HUMAN RESOURCES DEPARTMENT
CLASSIFICATION SPECIFICATION

TITLE: OFFICE OF NEIGHBORHOODS MANAGER

DEFINITION

Under direction, to plan, direct, implement, and manage the Office of Neighborhoods programs; to coordinate, organize, and evaluate City programs and processes as they relate to neighborhoods, service delivery departments, and citizen participation; to develop and administer activities with other departments, outside agencies, and the general public; to provide highly responsible organizational and administrative work; and to do related work as required.

REPORTS TO: City Manager

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the City Manager. Exercises general supervision over professional, technical, and administrative support staff, as assigned.

EXAMPLES OF DUTIES

Typical duties may include, but are not limited to, the following:

Plan, direct, implement, and manage the activities and operations of the Office of Neighborhoods.

Implement an Asset-Based Community Development (ABCD) effort; connect citizens to their community and local government; develop a sense of ownership and participation by community members; facilitate neighborhood participation in the identification of assets and needs as well as the implementation of viable solutions.

Utilize and coordinate with existing neighborhood organizational models including Neighborhood Watch, housing assistance and home ownership programs, public works and utility projects, ordinances regulating property conditions, and outreach programs by Police, Fire, and other city departments such as Crime Free Multi Housing, and Safe Streets Now.

Nurture the development of neighborhood associations; coordinate and facilitate neighborhood meetings, clean ups, tree plantings, and neighborhood improvement projects; implement a Neighborhood Pride Awards program.

Establish a sustained, coordinated effort in facilitating interaction between neighborhoods and service delivery departments; establish a city team to identify problem properties and to take action to correct the situations identified; solicit the assistance of outside agencies when appropriate.

Plan, develop, and maintain ongoing neighborhood efforts; support the Riverside Neighborhood Partnership in developing neighborhood associations and activities, developing ideas to improve neighborhoods, and in helping neighbors work together to improve the community.

Develop neighborhood benchmarks; monitor the health of Riverside's neighborhoods; implement efforts to counter neighborhood challenges; work with informal neighborhood networks.

Coordinate various meetings, forums, conferences, and workshops with City Council, representatives from City departments, outside agencies, and community members to discuss the interrelatedness of neighborhood issues and service provisions.

Provide information to callers about the status of projects and where to call for service needs; monitor customer satisfaction.

Evaluate, recommend, and implement appropriate computer software systems for use in tracking and reporting neighborhood issues and activities.

Research and recommend neighborhood planning models, policies, programs, and other events.

Coordinate with the Communications Officer on neighborhood newsletters and media releases; develop marketing materials in promoting and communicating neighborhood programs; initiate other correspondence related to neighborhood programs.

Coordinate, as partners, in the promotion and enhancement of neighborhood revitalization efforts through technical assistance, support, and promotion including assisting homeowner associations in seeking grants and other funding/promotional opportunities.

Meet regularly with other cities and local government representatives, coordinate joint activities and share information; work interdependently with other City departments, local agencies, and State departments.

Develop, administer, monitor, and control the Office of Neighborhoods budget; prepare annual budget for presentation to City Council.

Perform other administrative duties for the Office of Neighborhoods; prepare comprehensive reports and agenda materials for City Council and City Manager.

Supervise, train, and evaluate subordinate staff.

QUALIFICATIONS

Knowledge of:

Principles and practices of public relations and effective management of an organization which serves diverse and sometimes conflicting interests.

Principles and practices of public administration including budget preparation and personnel management.

Neighborhood organizational models and their key components.

Community based networks and the concerns, and needs of neighborhood associations.

Principles of organizational development and community/neighborhood organizing including Asset Based Community Development.

Methods and techniques of research, evaluation, and report development.

Individual and group dynamics.

Community structure, processes, and minority group problems and tensions.

Research techniques, sources, and methods of report presentation.

Applicable federal, state, and local laws, rules and regulations pertaining to local government operations.

Personal computer operation and software applications.

Ability to:

Analyze a variety of complex problems with emphasis on those related to neighborhoods, political and social processes, and community needs.

Communicate clearly and concisely, orally and in writing.

Properly interpret and make decisions in accordance with laws, regulations, and policies.

Select, supervise, train, and evaluate professional, technical, and clerical staff.

Employ effective techniques in dispute resolution and mediation.

Establish and maintain effective and cooperative working relationships with neighborhood groups, department heads and supervisors, the general public, and governmental agencies.

Coordinate activities with other divisions and city departments.

Work a demanding schedule including night and weekend meetings.

Operate a personal computer and applicable software programs.

Education and Experience:

Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education: Equivalent to a Bachelor's Degree from an accredited college or university with major work in public administration, sociology, or a closely related field. A Master's Degree in a related field is highly desirable. Up to two years of additional qualifying experience may substitute for the required education on a year for year basis.

Experience: Five years of governmental administrative work experience which includes the administration and delivery of social oriented community based programs. Experience with or knowledge of Asset Based Community Development (ABCD) approach is highly desirable. A Master's Degree may substitute for two years of the required experience.

MEDICAL CATEGORY

NECESSARY SPECIAL REQUIREMENT

Possession of an appropriate, valid class "C" California Motor Vehicle Operator's License.

CAREER ADVANCEMENT OPPORTUNITIES

FROM: Office of Neighborhoods Manager

TO: Assistant City Manager